



King County

Office of Information Resource Management

IT Performance Measurement

Quarterly Report

3rd Quarter 2007



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IT Performance Summary

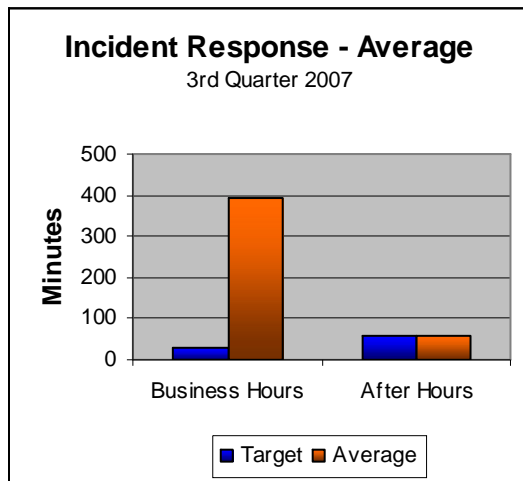
OIRM is pleased to present the third quarter performance measurement report for 2007. This report provides a summary of metrics collected on a monthly and quarterly basis. The following metrics are being reported for the first time this quarter:

- Scheduled Availability of Blackberry Server
- Scheduled Availability of Central Calendaring Services
- Office of Cable Communications' Timely Processing of Franchise Fees
- Office of Cable Communications' Timely Response to Low Income and Disabled Requests and Service Complaints
- Governance's Number of Meetings Held in Quarter

If you have any questions regarding the OIRM Performance Measurement Program, please feel free to contact the Program Manager, Ann Moses, directly. Ms. Moses can be reached by phone (206-205-1011) or e-mail (ann.moses@metrokc.gov).

Customer Satisfaction Summary

OIRM currently measures customer satisfaction by tracking the *average* Incident Response time for incidents assigned to OIRM staff.



Incidents are classified as "Break Fix", "Network Problem", or "Technical Problem". The graph to the left shows the average incident response time for all incidents assigned to OIRM staff in the third quarter of 2007.

During the first two quarters of 2007, OIRM reported only on the tickets that were within the limits established in order to filter out tickets not handled in a standard way. Incidents that were outside those limits were reported but not included in the average response calculation.

Beginning in the third quarter, the average response time for all incidents is being calculated and reported. The average length of time to acknowledge incidents has dropped considerably throughout the quarter. In July, the average length of time to acknowledge an incident was 12 hours 15 minutes; in August, the average dropped to 3 hours 6 minutes; and in September, the average dropped to 2 hours 13 minutes.

OIRM continues to improve processes and procedures associated with the acknowledgement process. Continued improvement in this area is expected.

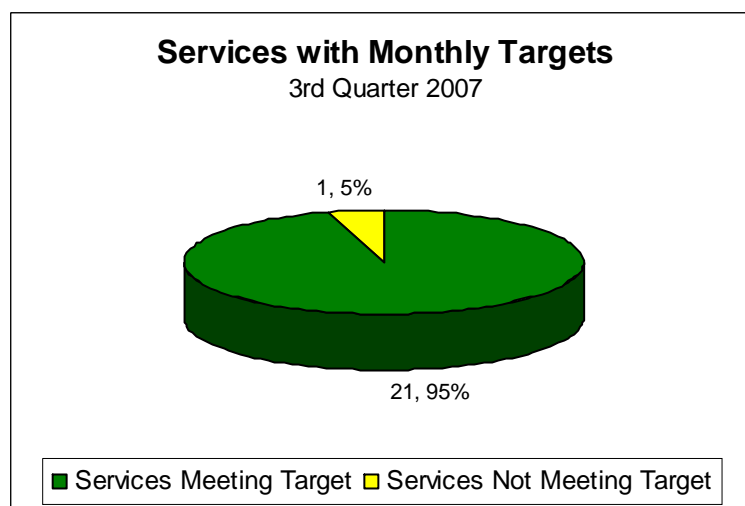
OIRM also conducts a customer satisfaction survey on an annual basis. The first survey was conducted at the end of 2006. The next survey will be conducted at the end of 2007.

Service Commitments Summary

OIRM collects performance measurement data monthly on 22 individual measurements. The graph below shows that 21 of the 22 measurements met or exceeded their targets over the course of the quarter.

Four of the 22 metrics are new metrics being reported for the first time in the 3rd quarter.

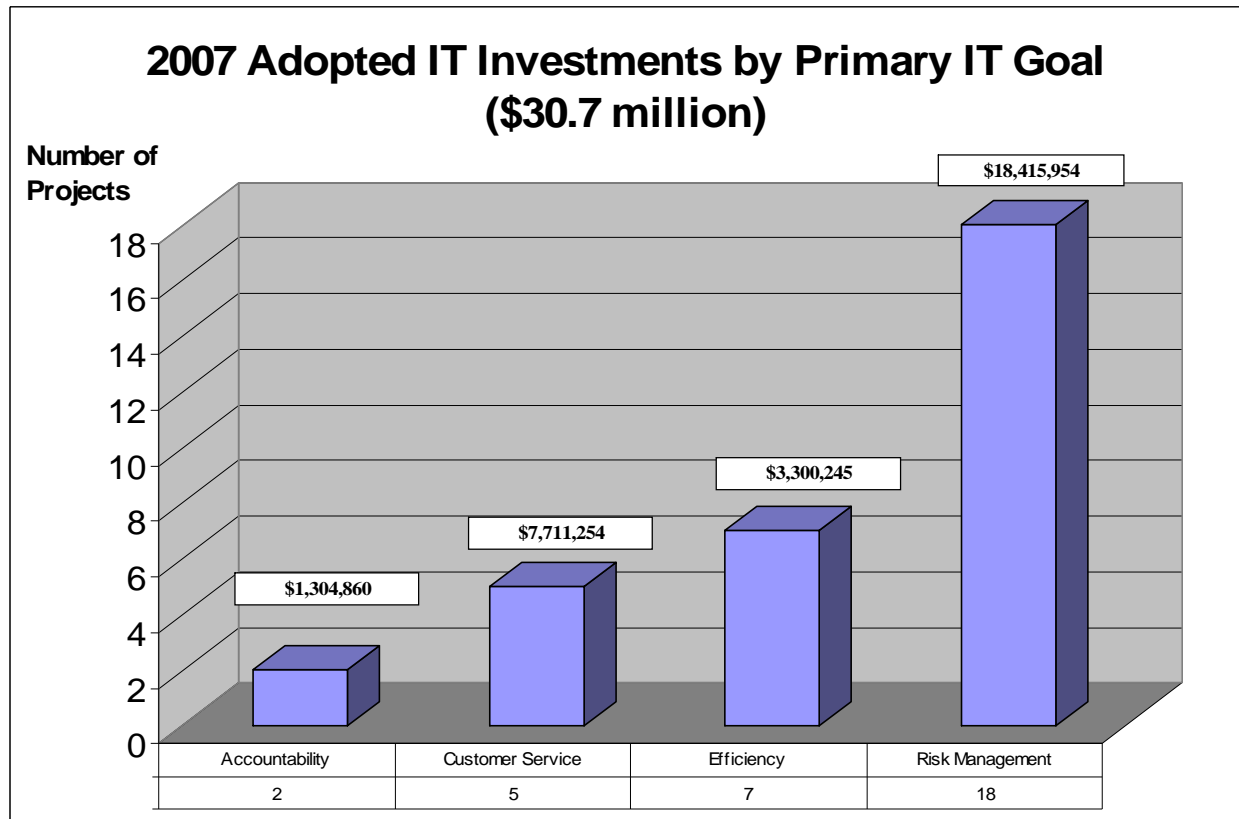
- Scheduled availability of the enterprise Blackberry Server,
- Scheduled availability of the central calendaring services via Outlook
- Processing franchise fee checks, and
- Response to low income and disable requests and service complaints reported to the King County Office of Cable Communications.



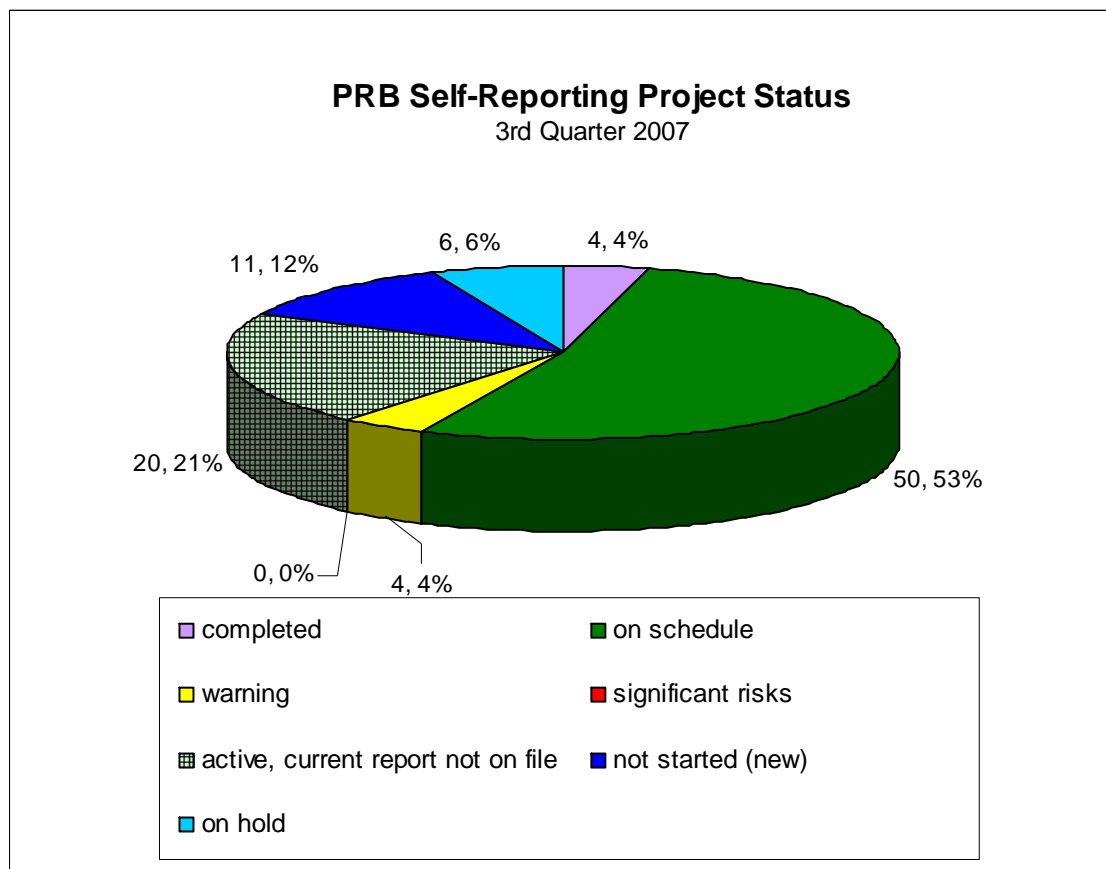
Five of fifty-five PBX phone repairs missed their performance measurement target in the 3rd quarter. As a result, PBX Phone Repair missed its performance measurement target for the 3rd quarter.

IT Investment Management Summary

The following graph is from the 2007 Technology Business Plan and indicates the size and type of IT investments that have been approved for 2007.



The pie chart on the next page provides more detail regarding the status of these IT projects as well as IT projects that were funded in prior years but have not yet reached completion.



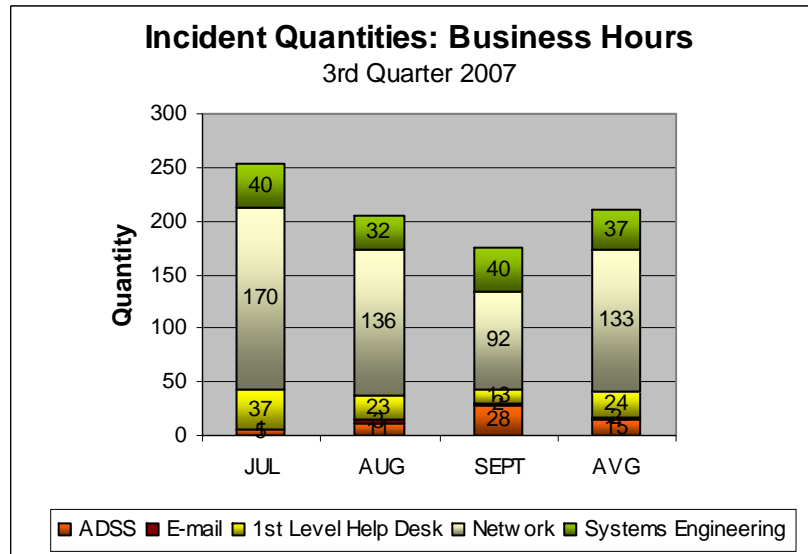
Four projects were completed in the third quarter. No projects reported significant risks in the third quarter.

Three projects submitted scope changes; seven projects submitted budget changes; and eighteen projects submitted schedule changes. All changes were approved by their respective steering committees. See pages 14 – 16 for more details regarding these change requests.

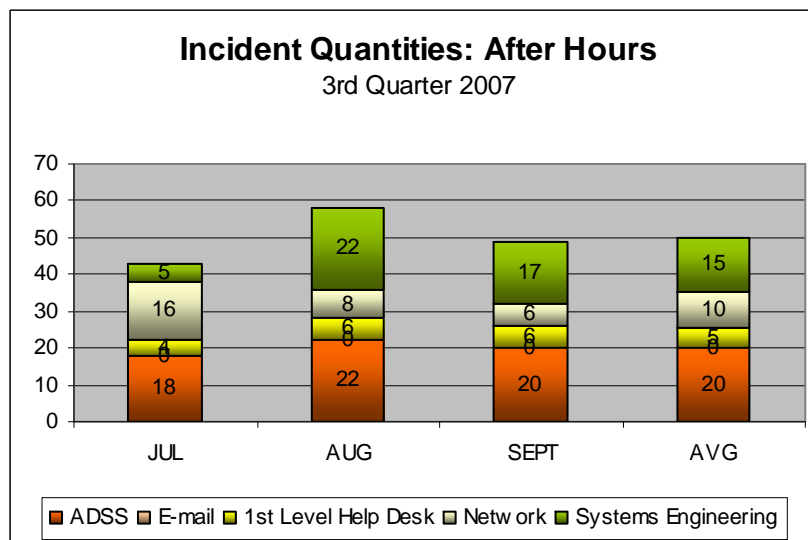
Customer Satisfaction Measures

OIRM measures customer satisfaction by tracking the average response time for staff to begin addressing incidents assigned to them. Incidents are trouble tickets that have been classified as “Break/Fix”, “Network Problem”, or “Technical Problem”.

Incident Response

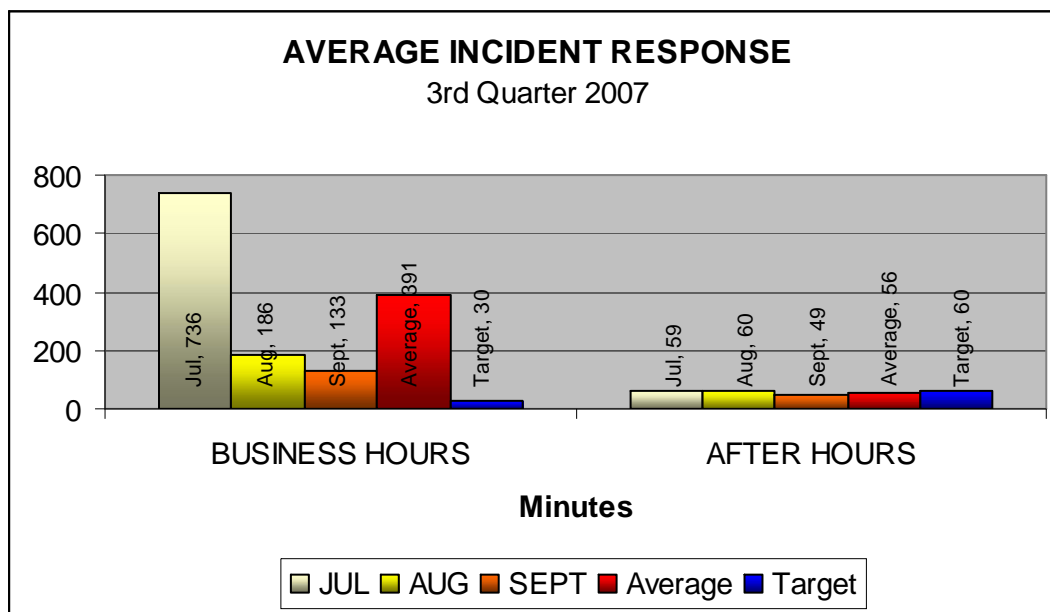


Business hours are 8:00 am – 5:00 pm, Monday-Friday, except holidays. Tickets created after hours for services supported during business hours are included with the business hour quantities.



The graph below shows the overall *average* length of time to respond to an incident during business hours and after hours for each month, the quarter, and the target.

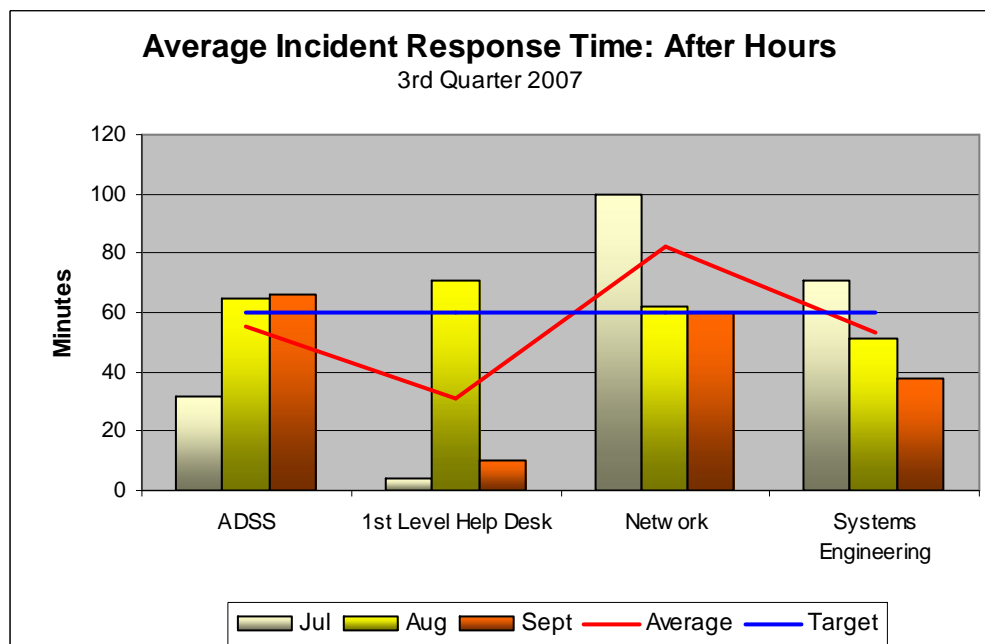
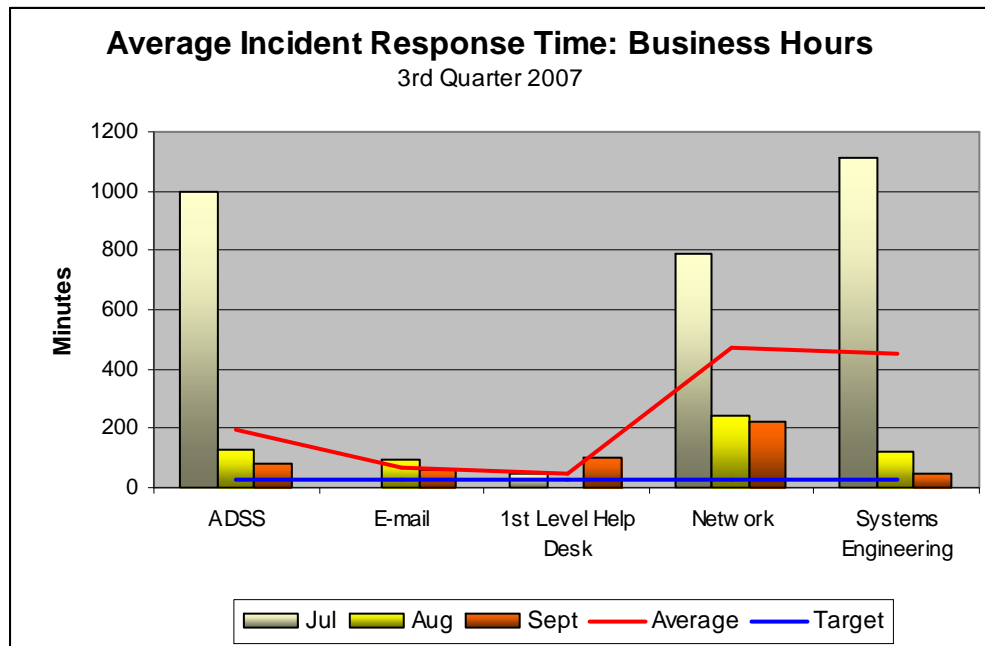
This is the first quarter that all incidents have been included in the average time to acknowledge calculation. While strong improvement in this area is shown throughout the quarter, additional improvement is expected through the end of the year as procedures are improved and processes are consistently used.



The upper graph shows average response time during business hours; the lower graph shows average response time after hours. Response times are shown in minutes.

1st Level Help Desk includes the OIRM Help Desk, Computer Operations, Production Control, and Unibase.

Network includes Network Operations, Network Operations Center (NOC), and I-Net.

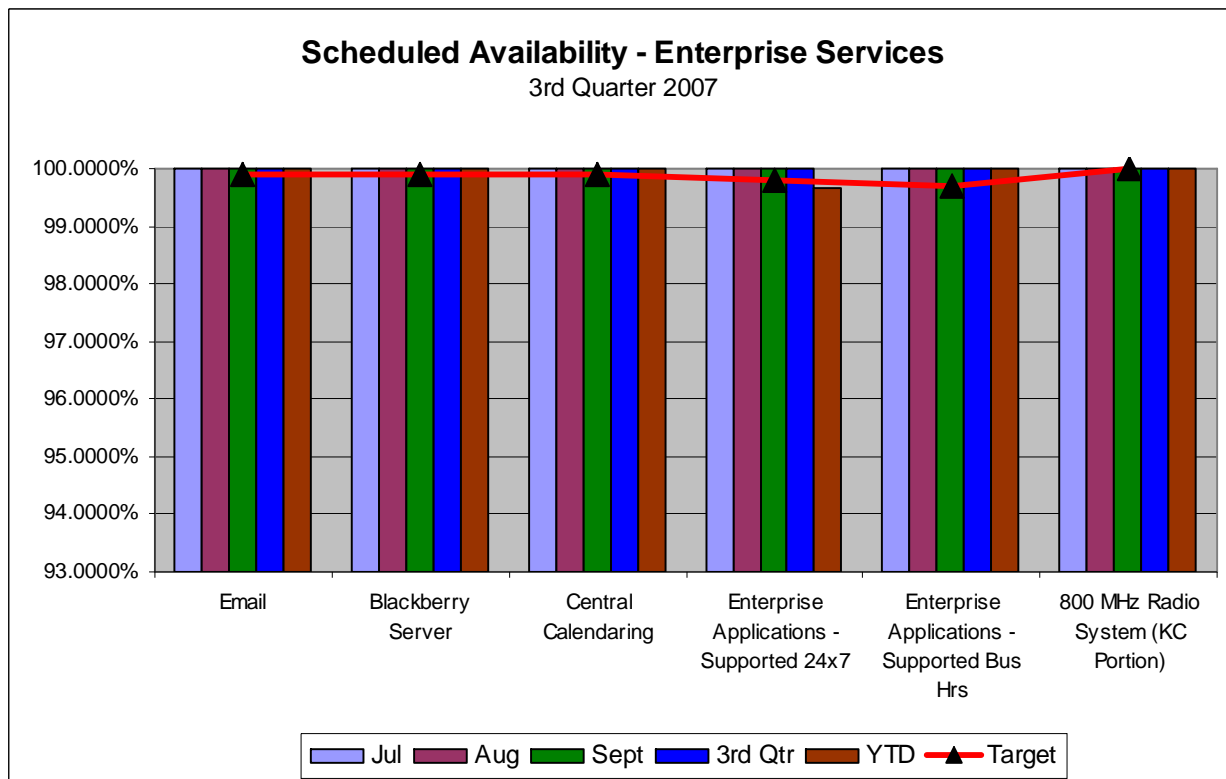


Service Commitment Measures

OIRM collects monthly performance measurement data on 22 individual measurements. Ten of these measurements are *Scheduled Availability* measurements; twelve are *Service Delivery* measurements.

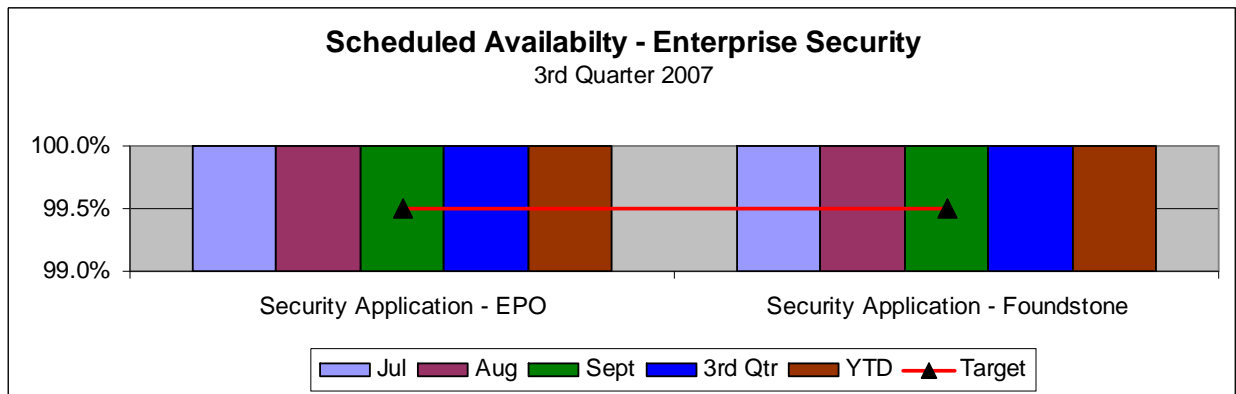
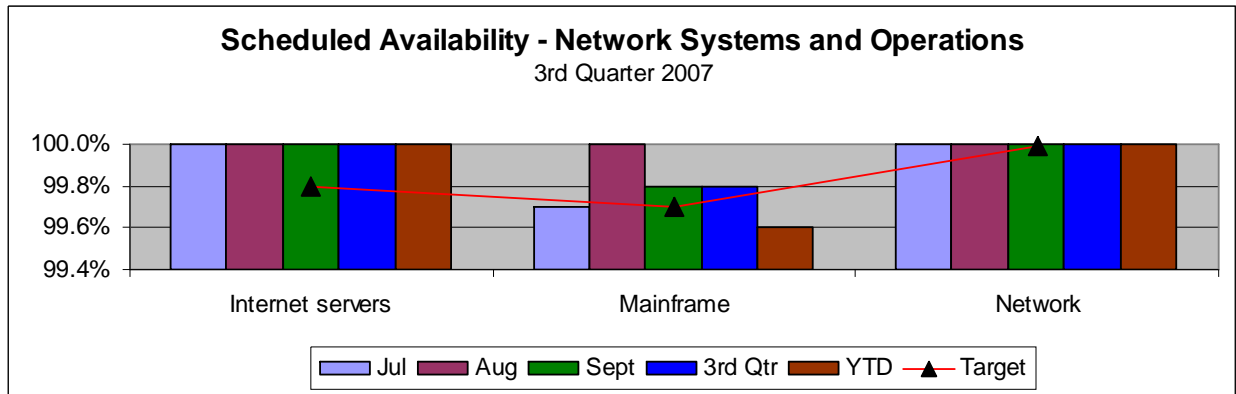
Scheduled Availability

The following charts provide detail regarding the ten measurements categorized as *Scheduled Availability*. The measurements are grouped by OIRM service area. Note that the security application measurement is considered a single measurement that has two components, ePO and Foundstone. Also note that Blackberry Server and Central Calendaring are two new metrics being reported for the first time as part of the 3rd Quarter report.



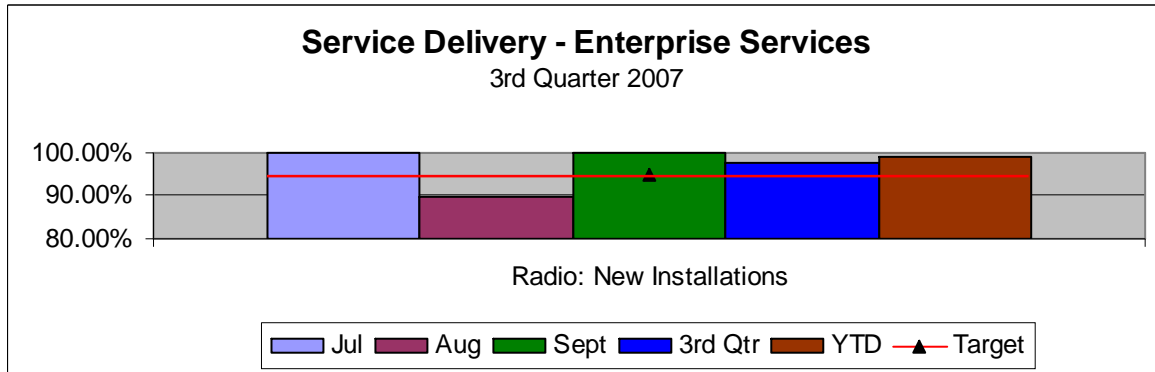
New Measurements within Enterprise Services

Enterprise Services is pleased to begin reporting on the scheduled availability of the County's blackberry server and central calendaring services provided via Outlook.



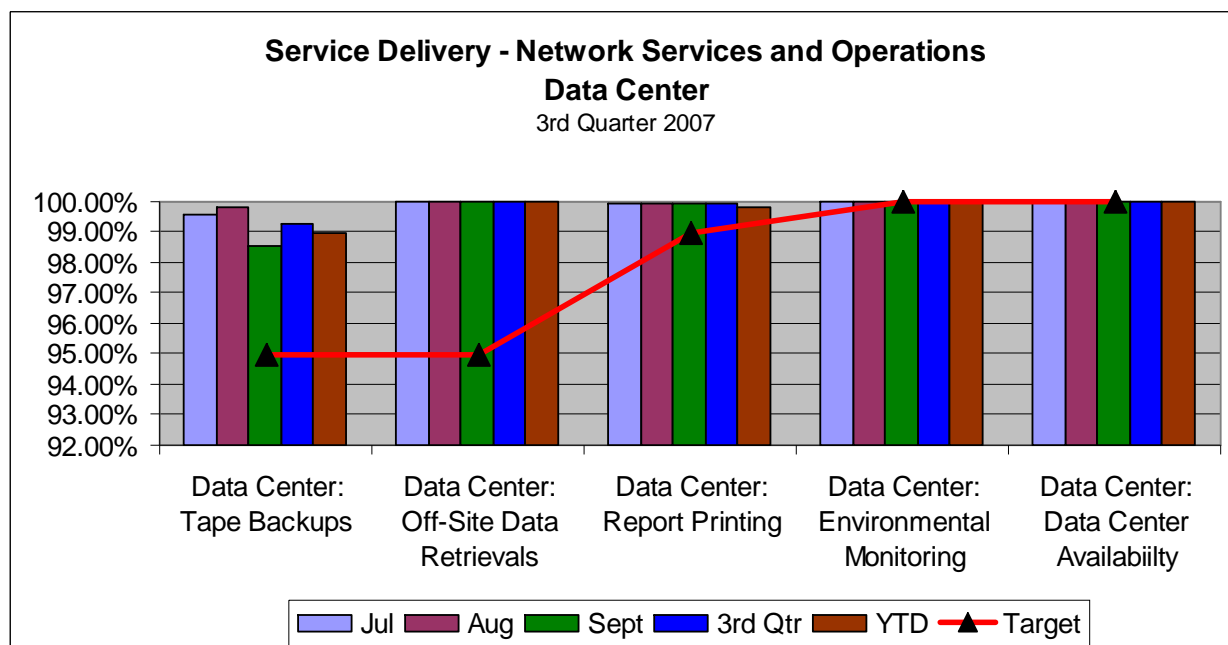
Service Delivery

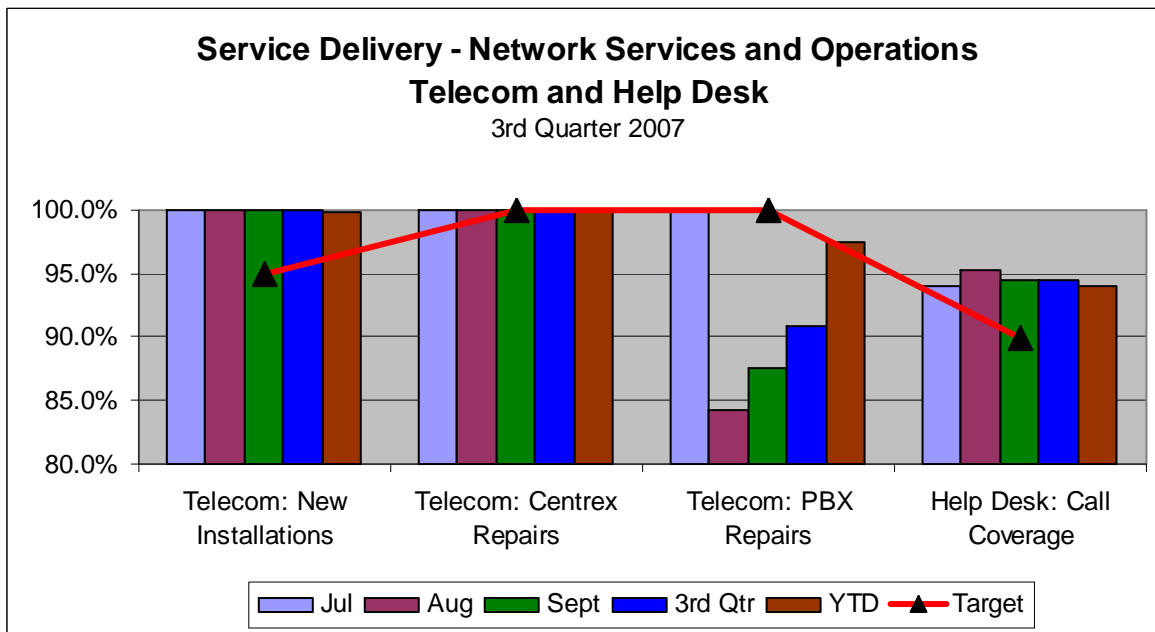
The following charts provide additional detail regarding the twelve measurements categorized as *Service Delivery*. The measurements are grouped by OIRM area. All service delivery measurements except for one met or exceeded their performance measurement targets for the quarter. The metric tracking PBX phone repairs missed its target for the quarter.



Enterprise Services – Service Delivery Radio Installations

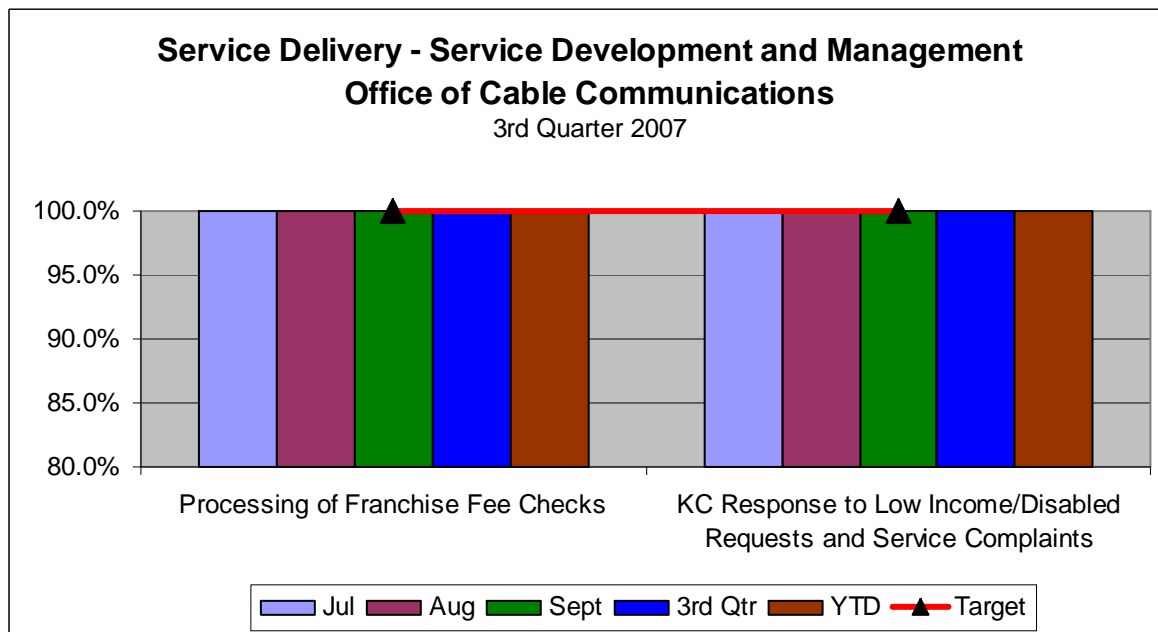
In August, a single radio installation missed the five day installation target due to an unexpected event that affected staffing levels. This appears to be a one-time event. The metric for the quarter and year-to-day are both well above the established target of 95%.





Telecom: PBX Phone Repairs: 3rd Quarter 2007

Five of fifty-five PBX phone repairs that occurred during the 3rd Quarter of 2007 missed the target established for this metric of being repaired the next day. The vendor contracted for PBX phone repairs was short staffed on the day leading up to and immediately after the Labor Day holiday and was unable to repair the phones within the established next-day timeframe. The issue was raised with the vendor and has been addressed.



New Measurements within Office of Cable Communications

The Office of Cable Communications is pleased to report on two new metrics this quarter.

One new metric is the timeliness of processing franchise fee checks received from cable companies operating within King County. Franchise fees provide revenue to the County's current expense fund which funds a wide range of services including elections and public safety. The metric established for this service is for the King County Office of Cable Communications staff to submit 100% of franchise fees to the Treasurer's Office within 2 business days of receipt.

The other new metric is ensuring that the Office of Cable Communications staff respond to Low Income and Disabled Requests and to Service Complaints within ten calendar days of the request or complaint being received.

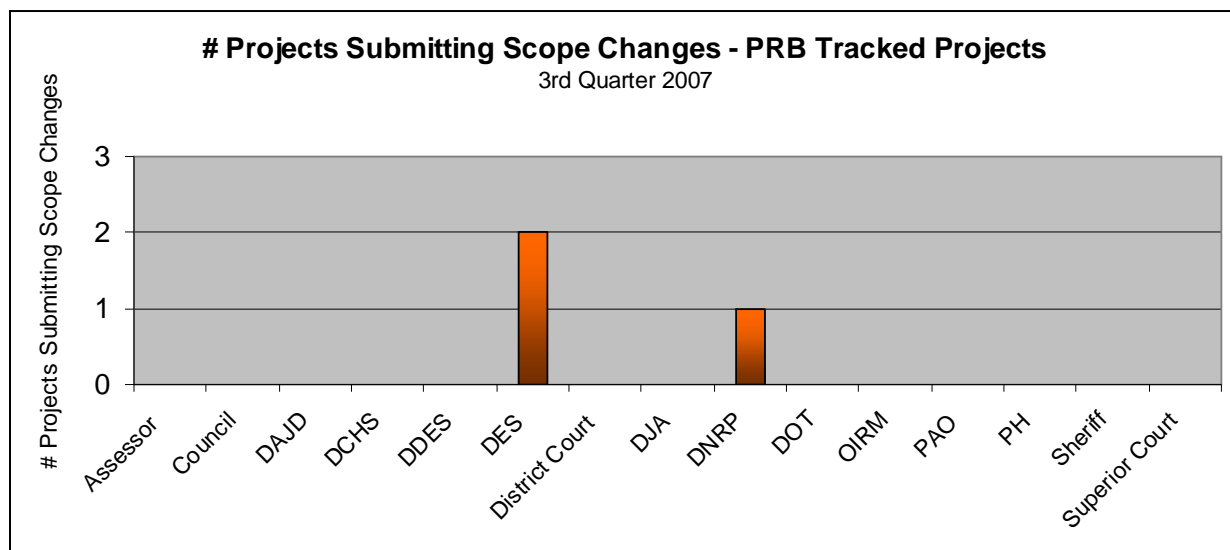
IT Investment Measures

OIRM's Project Review Board (PRB) actively tracks the status of IT Projects. OIRM's Performance Measurement Program presents data on the activity of IT Projects tracked by the PRB in two separate categories:

- Project Management Performance, and
- IT Governance Performance

Project Management Performance Summary

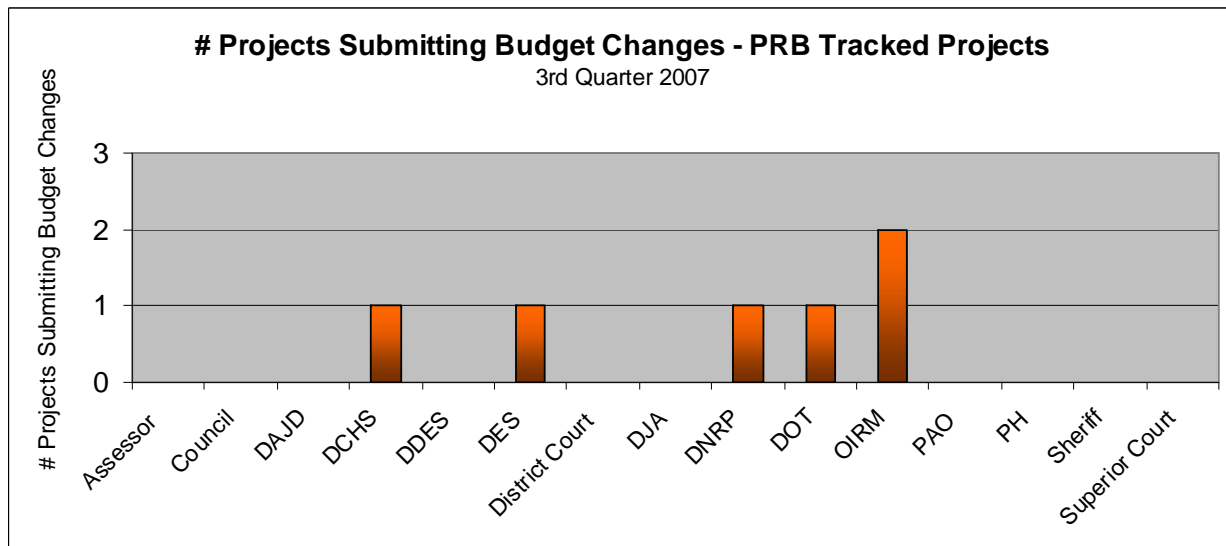
Scope Performance



Summary

Description	Projects
Approved Changes	<p>The following projects presented approved scope changes during the quarter:</p> <p>DES</p> <ul style="list-style-type: none"> MSA Bi-weekly (July) Peoplesoft Upgrade Project (August) <p>DNRP</p> <ul style="list-style-type: none"> Water Quality Data Store Assessment (August)
Unapproved Changes	No unapproved scope changes were reported during the quarter

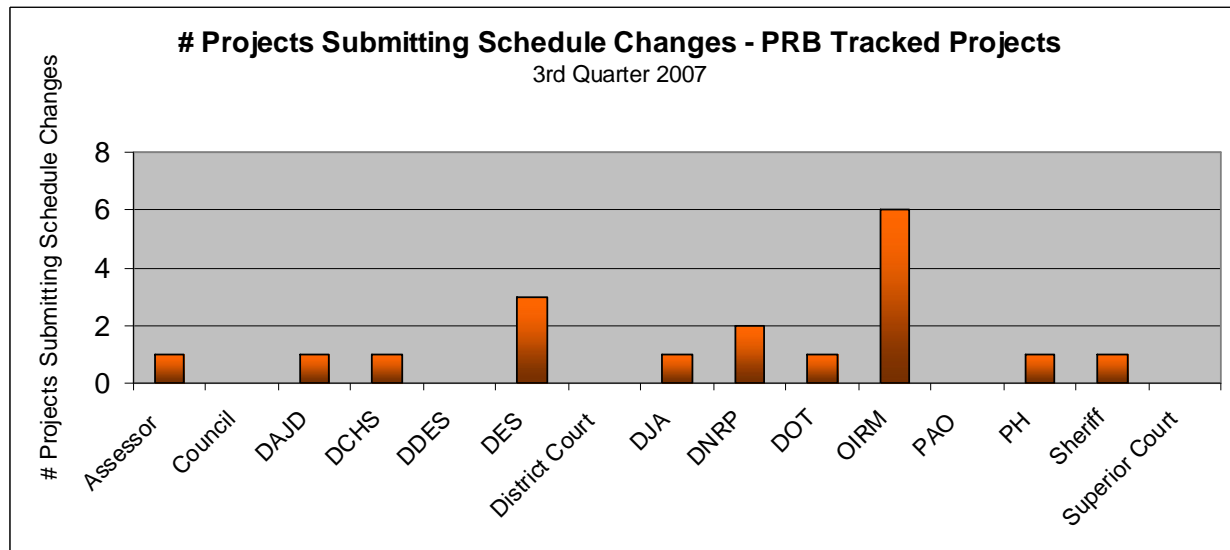
Budget Performance



Summary

Description	Projects
Approved Changes	<p>The following projects presented approved budget changes during the quarter:</p> <p>DCHS Digitizing Paper Records (August)</p> <p>DES MSA Bi-Weekly (July)</p> <p>DNRP Water Quality Data Store Assessment (August)</p> <p>DOT Security Improvements (Airport Cabling System) (August)</p> <p>OIRM IT Project Management - Phase II (August, September) Streamline IT Procurement (September)</p> <p>Sheriff's Office Public Safety Electronic Doc Management (September)</p>
Unapproved Changes	No unapproved budget changes were reported during the quarter

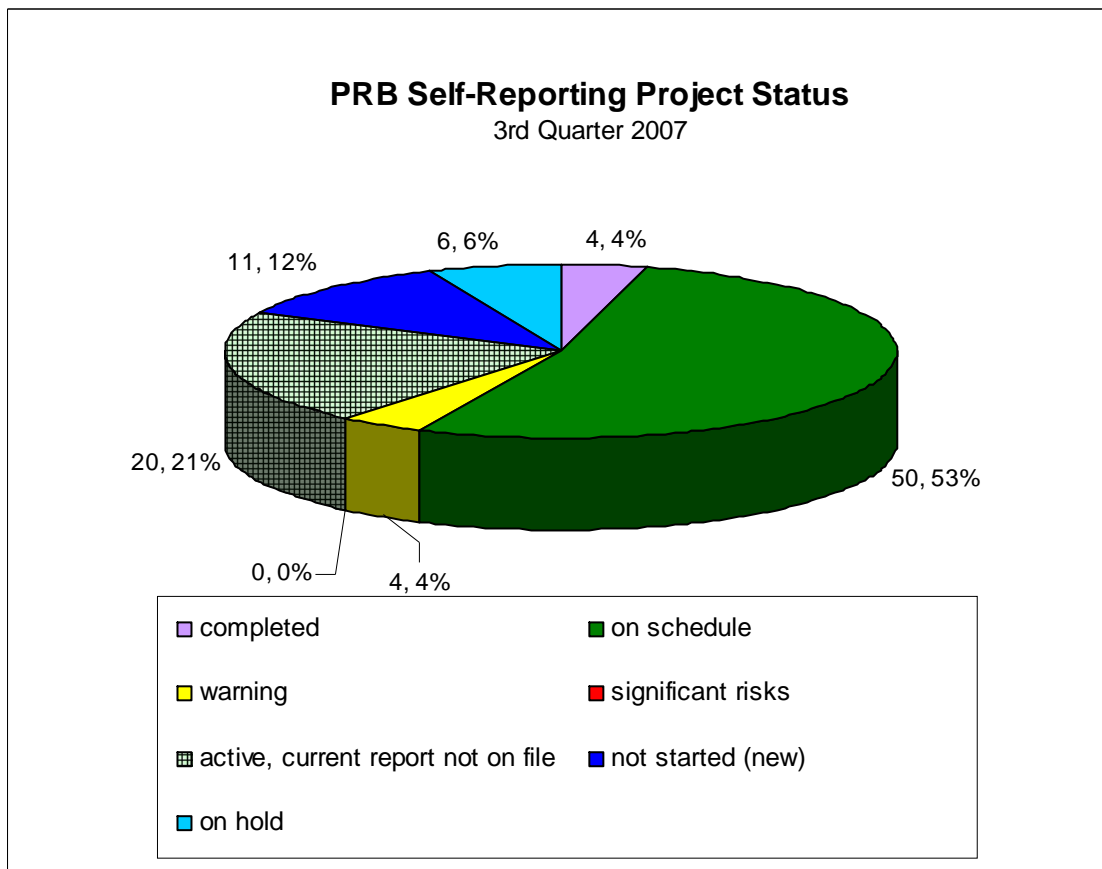
Schedule Performance



Summary

Description	Projects
Approved Changes	<p>The following projects presented approved schedule changes:</p> <p>Assessors Property Based System (PBS) Replacement (July)</p> <p>DAJD Detention Billing Information System (July and September)</p> <p>DCHS Digitizing Paper Records (August)</p> <p>DES E-911 GPS Location of Addresses (July) MSA Bi-Weekly (July and August) Electronic Real Estate Excise Tax Submittal (July, August, Sept)</p> <p>DJA Drug Court Management Information System (Aug and Sept)</p> <p>DNRP Asset and Maintenance Management System (September) Water Quality Data Store Assessment (August)</p> <p>DOT ADS Mobile Data Terminals (August)</p> <p>OIRM Alternative Work Stations (August) Business Continuity (August) Inter-Departmental Collaboration Tools (August) Oracle Upgrade Project (August) Radio Infrastructure Assessment and Repair (September) SSL/VPN (September)</p> <p>Public Health Web Criteria Based Dispatch Guidelines (July and August)</p> <p>Sheriff's Office Wireless Deployment Project (September)</p>
Active Projects Unapproved Changes	No unapproved schedule changes were reported during the quarter

Project Status Performance

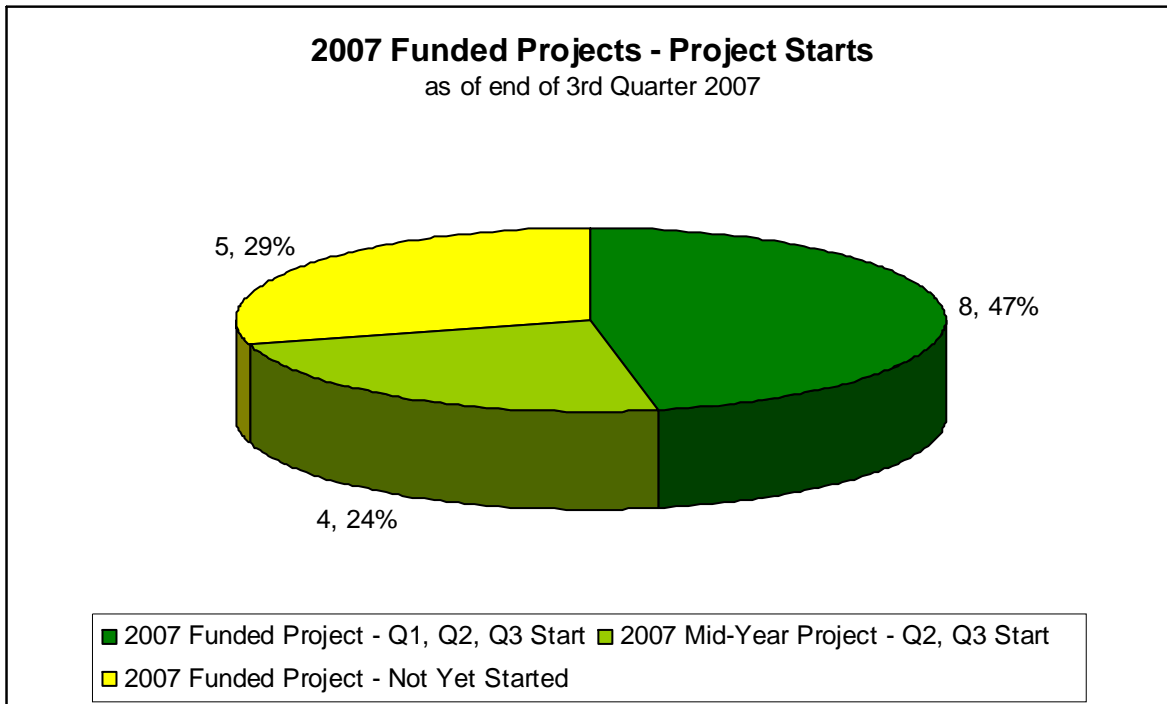


Summary

Project	Comments
Completed	Projects Completed in July DES: Real Estate Portfolio Management DES: MSA Enhancement Projects Completed in September OIRM: Oracle Upgrade Project OIRM: Redundant Internet Access
Green	50 projects reported green at the end of the 3 rd quarter
Yellow	4 projects reported yellow at the end of the 3 rd quarter: DAJD (1) – Detention Billing Information System DOT (3) – On-Board Systems (OBSI); Radio AVL Replacement (RAVL), Regional Fare Coordination System

Project	Comments
Red	0 projects reported red during the 3 rd quarter
Current PRB Monthly Monitoring Report Not on File	At the end of the 3 rd quarter, 20 projects had not submitted a current PRB Monthly Monitoring Report
Not Started	11 projects have not yet started as of the end of the 3 rd quarter
On Hold	6 projects are on hold as of the end of the 3 rd quarter DOT – Rider Information Systems IVR (Dec 2006) DOT – Rider Information Systems TABS (Feb 2006) OIRM – Countywide IT Asset Management (Feb 2006) OIRM – Interdepartmental Collaboration Tools (Jan 2006) OIRM – Asset Management Project (Dec 2006) Sheriff's Office – Public Safety Electronic Document Management System (September 2007)

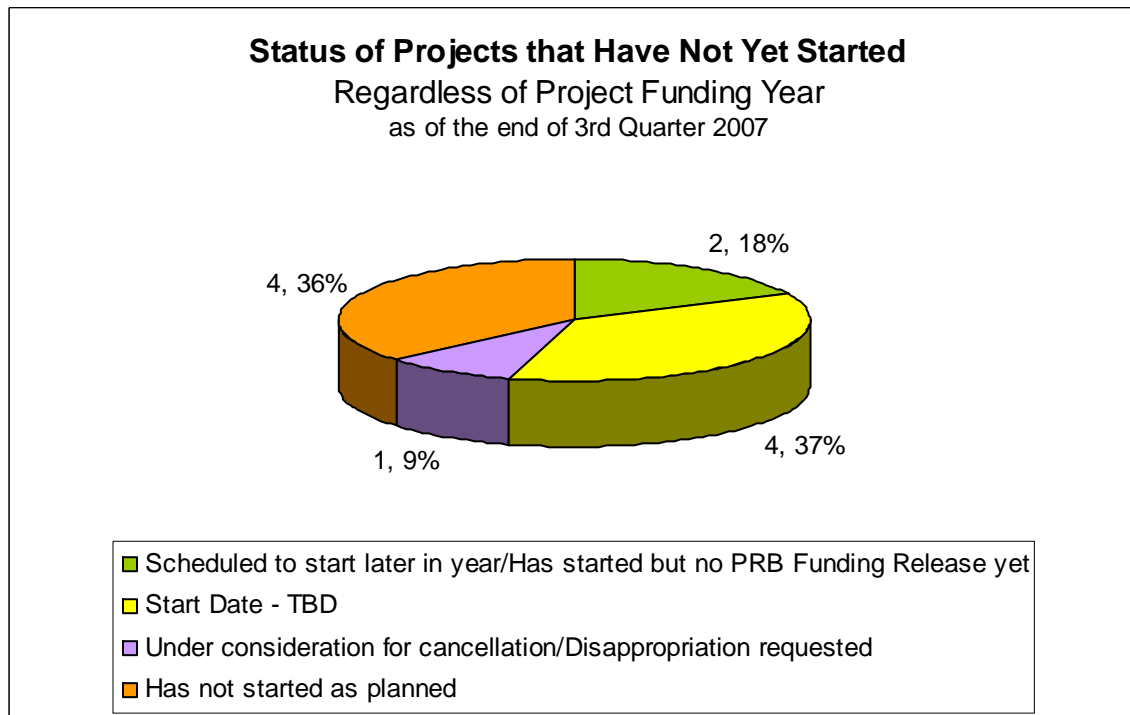
Project Starts



Summary

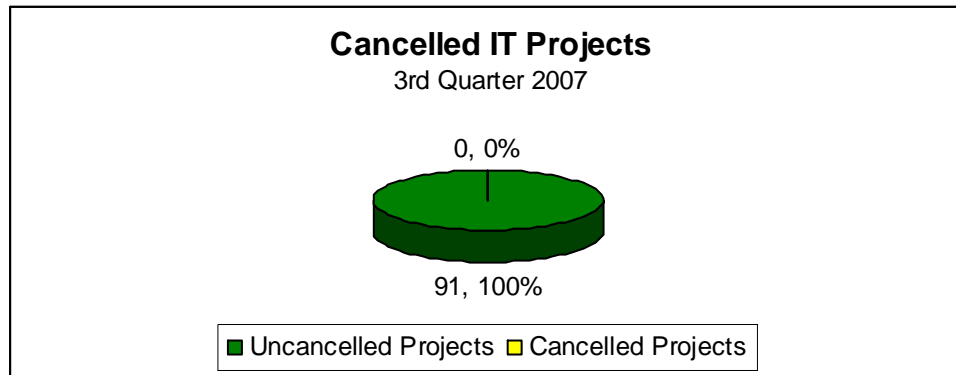
Project	Comments
2007 Funded Projects – Started	Started in Q1 DCHS: Digitizing Paper Records DES: FMD Construction Project Management System DES: SO-DAJD-FMD Radio System Enhancements DOT: Airport Cabling System Sheriff: AFIS Live Scan End-of-Life Refreshment Started in Q2 DES: MSA Enhancements - Bi-weekly Sheriff: New Generation AFIS Superior Court: Interpreter Scheduling System
2007 Mid-Year Projects – Started	Started in Q2 OIRM: Remote Access SSL/VPN Started in Q3 DNRP: Constructware Replacement DOT: Real Time Information Signs DOT: Wireless Transit Signal Priority
2007 Funded Projects - Not Yet Started	DCHS System Development OIRM - Radio 800 MHz Trunked Radio System Sprint/Nextel Re-banding Emergency Radio System Equipment Replacement Assessment KC Sheriff's Office Employee Early Intervention System Wireless CAD Upgrade

Project Starts – Status of Projects Not Yet Started



Project	Comments
Scheduled to Start Later in Year/Started but no PRB Funding Release Yet	OIRM: Agency Technology Plans Scheduled to start later in year OIRM: Data Center Relocation Started but no PRB funding release yet
Start Date To Be Determined	OIRM: Radio Infrastructure 800 MHz (Emergency Radio) Depends on decisions by the King County Radio Communications Board OIRM: 800 MHz Trunked Radio System Sprint/Nextel Reband Depends on resolution of radio spectrum use issues Sheriff's Office: Employee Early Intervention System Start date TBD Sheriff's Office: IRIS/TESS Short –Term Stabilization Start date TBD, requires resource
Under consideration for cancellation	DCHS: System Development Agency has requested this project be cancelled
Has Not Started as Planned	DAJD: Five Year Strategic IT Plan Last reported that project would start in June 2007 DJA: Joint Technology Strategic Plan Last Reported that project would start in January 2006 Sheriff's Office: Wireless CAD Upgrade Last reported that project would start in January 2007 Superior Court: HMC Video Conferencing Last reported that project would start in the 1 st quarter of 2007

Project Cancellations



Target: Less than 5% IT project cancellations

Summary

Description	Comment
Active Projects - Cancellations	No active projects were cancelled during the quarter
On-Hold Projects - Cancellations	No projects on-hold were cancelled during the quarter
Not Yet Started Projects - Cancellations	No projects that are waiting to start were cancelled during the quarter.

Benefits Realization

Because the benefit realization methodology was targeted at new projects starting in 2007, no benefit realization reports have been submitted to the PRB yet. However, as 2007 funded projects reach completion, they will be expected to submit benefit realization reports.

The table located on the next page outlines projects that were identified in the 2007 Annual Technology Business Plan as projects with benefit realization expectations. This table has been excerpted from the 2007 Annual Technology Business Plan.

If interested, you may also use the following link, which will take you to the 2007 Annual Technology Business Plan. The Benefits Realization information can be found in *Table 9*, located on pages 25 and 26 of the report.

<http://kcweb.metrokc.gov/oirm/Reports/2007TechnologyBusinessPlan.doc>

The following link may be used to take you to the 2008 *Proposed* Annual Technology Business Plan. The Benefits Realization information can be found in *Table 9*, located on pages 33 and 34 of the report.

http://kcweb.metrokc.gov/oirm/reports/2008_Proposed_Technology_Business_Plan.doc

Agency Managing Project	Fund Where Cost Savings will Occur	Project	Status of Benefits Realization				Project Start	Estimated Project Complete	Budget Reductions are Targeted to Begin (2)	Projected Cost Savings By Year (3)					Status / Reference of Cost Savings
			Project has a 2007 Budget Request	This is an Existing Project	Report on Measured Benefits was submitted to PRB	Budget Actions on Cost Savings were Implemented				2008	2009	2010	2011	2012	
DES Finance	DES Finance	MSA On-Line	X	X			2007	2007	2008	267,073	356,101	356,101	356,101	356,101	Original / 2007 Budget
DES FMD	FMD	FMD Construction Project Management System	X				2007	2007	2008	62,399	62,399	62,399	62,399	62,399	Original / 2007 Budget
KCSC	CX	Juvenile Court Electronic Orders	X				2007	2007	2008	20,000	20,500	21,013	21,538	22,076	Original / 2007 Budget
KCSC	CX	Interpreter Scheduling System	X				2007	2007	2008	22,680	23,247	23,828	24,424	25,034	Original / 2007 Budget
KCSO	CX	Wireless CAD Upgrade	X				2007	2007	2008	137,000	137,000	137,000	137,000	137,000	Original/ 2006 Supplemental
Public Health EMS	Public Health EMS	Web CBD Guidelines Phase II	X	X			2007	2007	2008	11,485	26,540	30,083	37,982	35,839	Original / 2007 Budget
OIRM	Executive Various Funds	Executive Branch IT Reorganization	X	X			2006	2009	2008	444,478	1,411,907	1,523,148	1,950,962	2,017,365	Original / 2007 Budget
DES Admin	TBD	Accountable Business Transformation		X			2005	TBD	TBD	TBD	TBD	TBD	TBD	TBD	
Public Health	Public Health	Jail Health FMRS	X	X			2004	2007	2008	TBD	TBD	TBD	TBD	TBD	(5)
DJA	CX	Document Management System Replacement Project		X			2005	Dec, 2006	2008	100,000	100,000	100,000	100,000	100,000	Original/2005 Budget
OIRM	CX	LSJI		X			2003	TBD	TBD	TBD	TBD	TBD	TBD	TBD	(4)

(1) Information is based on the IT project business case and cost/benefit analysis for projects with identified cost savings submitted by requesting agencies.

(2) Some projects may assume a mid-year implementation

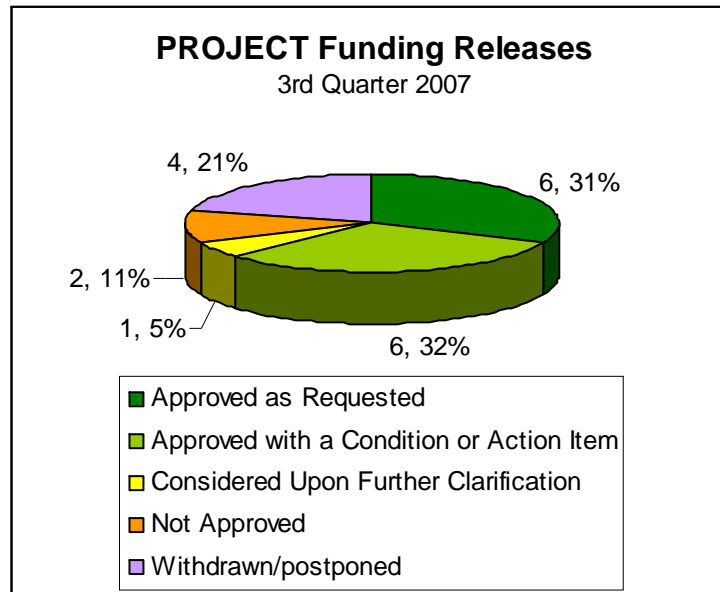
(3) Cost savings to be validated during measurement and reporting phase as described in the report *Cost Savings Opportunities from IT Efficiency Projects*

(4) Initial costs savings estimates were prior to the establishment of this cost savings methodology. The original business case for this project was developed with the 2003 budget request.

(5) Initial costs savings estimates were prior to the establishment of this cost savings methodology. The original business case for this project was submitted in a March 2005 proviso response to Council.

IT Governance Performance Summary

The measurements in the *IT Governance Performance Summary* focus on Project Review Board activities.

Funding Releases

Summary – Project Funding Releases

Project	Comments
Timely Review	All submitted Funding Releases for Projects were reviewed in a timely manner (target of 100% timely review met)
Approved as Requested - No Condition or Action Item Recommended	JULY - 3 AUG - 3 SEPT - 0
Approved with Condition or Action Item	JULY - 1 AUG - 3 SEPT - 2
Approved Upon Further Clarification	JULY - 0 AUG - 0 SEPT - 1
Not Approved	JULY - 1 AUG - 0 SEPT - 1
Withdrawn/Postponed	JULY - 1 AUG - 0 SEPT - 3

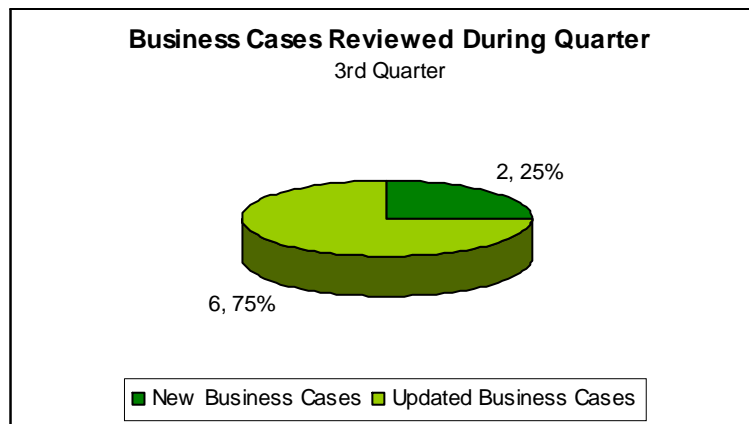
Summary - Equipment Replacement Funding Releases

Project	Comments
Timely Review	All submitted Equipment Replacement Funding Releases were reviewed in a timely manner (target of 100% timely review met)
Approved as Requested - No Condition or Action Item Recommended	JULY - 0 AUG - 0 SEPT - 0
Reviewed, but Returned to Department due to Incomplete Submittal	JULY - 0 AUG - 0 SEPT - 1

The following link provides access to meeting minutes for detailed information regarding the above mentioned funding releases.

<http://kcweb.metrokc.gov/oirm/meetings.aspx>

Business Case & Benefits Review

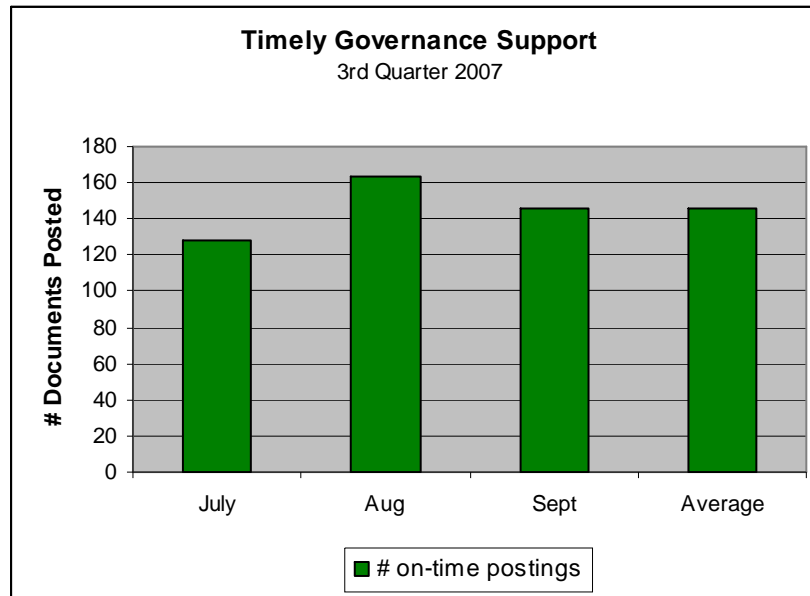


Target: 100% Timely review of project business cases and supporting benefit plans

Exceptions

Project	Comments
Timely Review of ALL Business Cases Submitted	All submitted business cases were reviewed in a timely manner (target of 100% timely review met)
New Business Cases	JULY - 0 AUG - 1 SEPT -1
Updated Business Cases	JULY - 2 AUG - 2 SEPT - 2

Information Posting

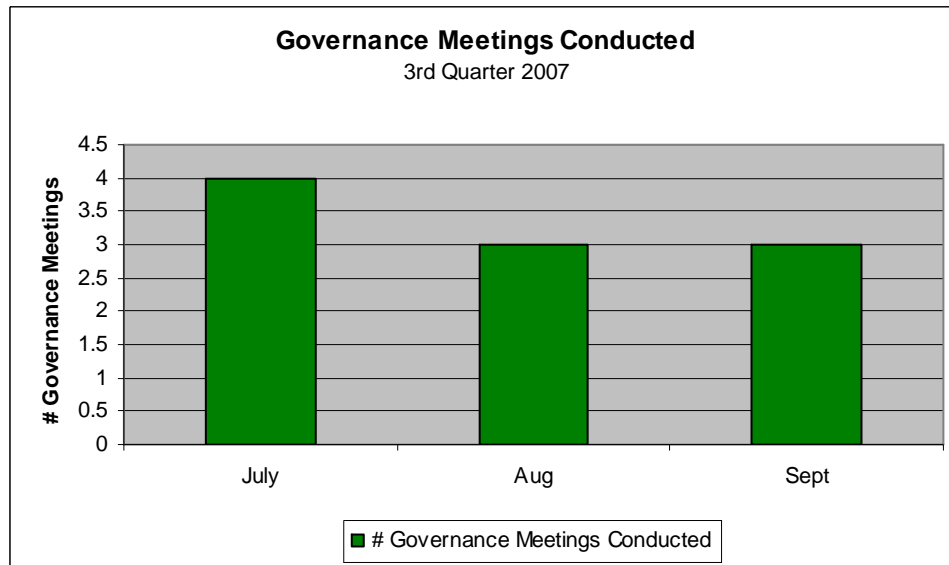


Target: 100% Monthly posting of IT Governance related materials

Summary

Project	Comments
Timeliness of Posting Submitted Documents	All submitted documents posted
July Postings	TMB: 19 PRB: 94 BMC: 15
August Postings	TMB: 21 PRB: 130 BMC: 12
September Postings	TMB: 10 PRB: 124 BMC: 12

Governance Meetings



Summary

Project	Comments
July Meetings	TMB: Held July 10, 2007 PRB: Held July 11 and July 31 2007 BMC: Held July 24, 2007
August Meetings	TMB: Held August 14, 2007 PRB: Held August 21, 2007 BMC: Held August 28, 2007
September Meetings	TMB: Held September 11, 2007 PRB: Held September 18, 2007 BMC: Held September 25, 2007

Appendices

Appendix A – List of Performance Measurements

Reporting Frequency	Service Area	OIRM IT Performance Metric
Monthly	Enterprise apps	99.9% scheduled availability of e-mail application
		99.9% scheduled availability of blackberry server
		99.9% scheduled availability of central calendaring
		99.6% scheduled availability of enterprise business applications – Applications are divided into two groups based on their support model: Applications Supported 24x7 and Applications Supported Business Hours (8:00 – 5:00) See Appendix B for a list of applications
	Enterprise Computing Systems	99.8% scheduled availability of enterprise computing systems - internet servers
		99.7% scheduled availability of enterprise computing systems – Mainframe
	Enterprise Network	99.99% scheduled availability of enterprise network
	Data Center & Ops	95% of Data and system back-ups successfully created nightly
		3 hour retrieval of off-site data/system backups - emergency requests
		99% of reports printed and distributed by next business day
		24 hour monitoring of physical and environmental conditions at Data Center
		On-site staff availability / coverage 7/24/365
	Helpdesk	Less than 10% of calls to helpdesk are dropped
		30 minute (average) incident response during business hours 60 minute (average) incident response for critical services outside business hrs
	Telecom	95% of new phone line installation (from 1-20 new lines) within 5 business days

Reporting Frequency	Service Area	OIRM IT Performance Metric
	Telecom (cont'd)	Centrex repair High Priority: 2 hour response, 24X7 Major outage 2 hour response Other outages: Next business day
		PBX repair Major outage: 2 hours - technician on-site Minor outage: 8 business hour - tech dispatch
	Radio	99.999% scheduled availability of Remote radio sites
		95% of radio installations in vehicles are completed within 1 week
	Security & Privacy	99.5% scheduled availability of enterprise security tools
	IT Governance	100% Monthly posting of IT Governance related materials
		100% Reporting of governance meetings conducted
	Office of Cable Communications	100% Submittal of franchise fees to the Treasurer's Office within 2 business days of receipt
		100% of Low Income and Disabled Requests and Service Complaints responded to within 10 calendar days
	IT Projects	100% Green IT project status
Quarterly		
	IT Projects	100% of IT projects started as planned
		100% of IT projects completed within final approved scope
		100% IT projects completed within final approved budget appropriation
		100% IT projects completed by final approved completion date
		Less than 5% IT project cancellations
		100% Achievement of committed benefits
	IT Governance	100% timely review and approval of funding releases
		100% timely review of project business cases and supporting benefit plans

Appendix B – List of Enterprise Applications

Application Name	Acronym	ADSS Group	24 X 7 SLA (Y/N)
Inmate Mug Shots (JEMS/CRIMES)		LSJ	24x7
Jail Master Movement (JAMMA)		LSJ	
RPIN		RRO	24 X 7
e-Payment Engine/Fulfillment		ATP	24X7
e-Personal Property		ATP	24X7
e-Real Property		ATP	24X7
e-Pet		RRO	
Voter Registration/Election Processing	VOT/ADE	RRO	
Jail Inmate Lookup Service	JILS	ISC	24x7
Criminal History	JILS	ISC	24x7
Detention Billing		LSJ	
Interpreter Web		LSJ	
AFIS Name Index	SKJ	LSJ	24x7
Online Directory		RRO	
Certification	ASC	ATP	
Data Base Management	PDM	ATP	
Levy File Maintenance	ATB	ATP	
Personal Property	PPV/ASP/TRP	ATP	
RP Cancel/Suppl	ATC	ATP	
Budget Office Mainframe	BUD	GLB	
Inmate Classification	CLS	LSJ	24x7
Subject In Process	CKS	LSJ	24x7
Miscellaneous Receivables	PMM	ATP	
Payroll - MSA	PAY	ATP	24X7
Payroll Online Labor	POL	ATP	24X7
Accounts Payable	BUC	GLB	24X7
Accounts Receivable	AIR	GLB	
Budget Online System	BOS	GLB	
Fixed Assets	FAI	GLB	
General Ledger-ARMS	ARM	GLB	24X7
Purchasing	PUR	GLB	
Warrant Reconciliation	TRH	GLB	24X7
Telephone Billing	TBS	ATP	
Prosecutor Management (PROMIS)	PRO	LSJ	
Access Interface (Wash St. Patrol)	SKJ	LSJ	24x7
NLETS (Criminal History Inquiry)		LSJ	24x7
SeaKing		LSJ	24x7
AFIS Live Scan (MQ Interfaces)		LSJ	24x7

Application Name	Acronym	ADSS Group	24 X 7 SLA (Y/N)
Rosetta Check Formatting		GLB	24x7
Budget Utility	BUD	GLB	
Quincy	BUD	GLB	
Business Objects	BO	GLB	24X7
Oracle Financials - A/P	IBIS	GLB	24X7
Oracle Financials - A/R	IBIS	GLB	24X7
Oracle Financials - G/Ledger	IBIS	GLB	24X7
Oracle Financials-Inventory	IBIS	GLB	24X7
Oracle Financials-Order Entry	IBIS	GLB	24X7
Oracle Financials-Purchasing	IBIS	GLB	24X7
Oracle i-Procurement	IBIS	GLB	24X7
UNIBASE Data Entry	UNI	GLB	24X7
Victim Notification (VINES)	VNE	LSJ	
RightFax	Rfax	GLB	24X7
VIS - New Development		RRO	
E911 Street Address Guide	SAG	RRO	
Case Management WEB		RRO	

Appendix C – Definitions

Availability: The percentage of time that a service is available for use by its customer(s). Availability is reduced by either scheduled downtime, or un-scheduled downtime.

We will not attempt to determine how much un-scheduled maintenance/downtime will be required, but will explain any hiccups or interruptions as they occur. We fully expect that un-scheduled events will occur. Through the year we will record all downtime as either scheduled or unscheduled along with the duration of the downtime. We will also estimate the percentage of the user population impacted (by a scheduled or unscheduled outage) and multiply that by the duration of the event to determine hours of un-availability. Also, disaster or other un-usual events impacting availability will be removed from the availability calculation and described in footnotes of applicable availability reports.

Calculations & Conversions:

- **99.9 %** = 8760 hrs [24 hrs * 365 days] X .001 unavailability [1 - 99.9% or .999] = 8.76 hours = 525.6 minutes
- **99.99%** = 525,600 mins [8760 * 60] X .0001 [.9999] = 52.56 minutes
- **99.999%** = 525,600 mins X .00001 = 5.256 minutes
- **99.8%** = 8760*.002 = 17.52 hrs = 1,051.2 minutes
- **99.7%** = 8760*.003 = 26.28hrs = 1,576.8 minutes
- **99.6%** = 8760 * .004 = 35.04 hrs = 2,102.4 minutes
- **95.5%** = 8760 * .005 = 43.8 hrs = 2,628 minutes

Enterprise: Enterprise: Anything that crosses organizational boundaries at the department level and applies to more than one department within King County.

Impact: The duration of downtime qualified by the customer base impacted. Total duration is multiplied by the percentage of users impacted to determine calculated downtime.

Incident: An incident is any event which is not part of the standard operation of a service which causes, or may cause, an interruption to, or a reduction in, the quality of that service. OIRM's Performance Measurement Program tracks incidents thin the following categories: "Break Fix", "Network Problem", and "Technical Problem".

Project Status:

Green: Project on track, within scope, schedule, and budget with risks and issues being managed.

Yellow: Warning, consider corrective action or monitor previous corrective action

Red: Problem, immediate corrective action required

Teal: Project has been placed on hold, project activity and spending on hold

Black: Project removed or cancelled

Scheduled Availability: Planned or forecasted availability is the percentage of time that a service is planned to be available after taking into account scheduled downtime.

Scheduled Downtime: Downtime that is coordinated and agreed to by impacted customers and 24 hour advanced notice is provided to all affected users

Unscheduled Downtime: Downtime that is not planned or forecasted and consequently not coordinated with customers. Advance notice to customers may not be provided or is less than 24 hours in advance. Unscheduled downtime is not included as part of the scheduled availability calculation, but will be recorded and included in performance reports in the appropriate exception log.